

Automated Communication Exchange System - ACES

Release Notes - July 26, 2001

On the evening of Thursday, July 26, 2001 a new release of ACES was implemented. This release will correct previously identified errors in the Internet Forms and Participant Inquiry functions. The following is a listing of the changes that will be reflected on the morning of Friday, July 27, 2001.

Participant Inquiry

1. No data showing for cancelled health enrollments

If a health participant is "not covered" or has a "cancellation" as the last transaction on his/her health benefits account, the history should now populate in the Enrollment and Deduction Tabs. The Enrollment Information Section on the Subscriber tab will appear blank if the subscriber is "not covered" and provides all applicable and viewable data according to the ACES user ID.

2. "As of" date

When changing the "As of" date, the newly retrieved information **ONLY** changes for the Subscriber and Dependent tabs. You can no longer change the "As of" date in any other tabs, as all history populates based on the current date.

If a user is searching for a **NEW** future enrollment transaction, the future "As of" date must be changed on the Subscriber screen, in order for the system to populate the future transaction information on the other tabs.

3. Clear tab

The "Clear" tab is used in Participant Inquiry after an SSN is entered and "Get Data" is clicked, the system should now completely clear all data from the previous SSN entered.

Retirement

1. "Member" Status

If an employee previously refunded his/her contributions and has since re-established his/her membership, the "Member" status in Participant Inquiry should now be accurate. Instead of displaying the member status as "no" it should correctly display a status of "yes".

All Appointment Change transactions will now update correctly.

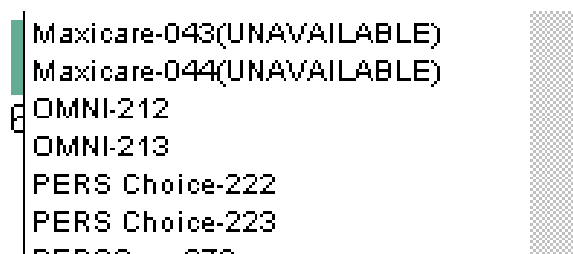
Health

The health plan drop-down list in the New Enrollment, New Health Enrollment and Change Health Plan screens is populated differently now. This has been set up to accommodate the plans that have a "freeze" placed on these enrollment types (Maxicare 07-01-2001, Aetna, Cigna and Lifeguard 09-01-2001, eventually Health Net 01-01-2002).

For plans with a future effective date freeze, you will see the same plan/plan code listed twice. The top or (open) listing will populate and should be selected from the drop-down for current and retroactive transactions, until all new enrollments into a plan are frozen. Once the new enrollment "freeze" is effective this selection will disappear from the drop-down list.



The "Unavailable" selection will remain populated until the plan terminates or the freeze is removed.



Open drop-down selection

The open plan listing should be selected for all current and retroactive transactions until it disappears from the drop-down list.

Unavailable drop-down selection

When the plan is identified with only an "Unavailable" selection the system will not update any new enrollments or plan changes into that plan.

The "Unavailable" plan drop-down selection should be selected for all other transactions, current and retroactive, e.g., cancel, dependent changes, change plan from frozen plans. ACES will allow you to save, submit and apply these type transactions based on the usual business rules.

New Enrollment/New Health

Will update with the open plan selection if dates are prior to the freeze period. If the open plan is selected using a date during the freeze period, ACES will allow you to submit the transaction. However, the transaction will fall to a Manual Correction and Health Benefit Services Division ACES staff will deny it due to the plan's "frozen" status.

If the "Unavailable" plan is selected for an effective date during the freeze period (07-01-2001 or 09-01-2001 through 12-31-2001) the ACES system will allow you to submit the transaction. However, the transaction will fall to a Manual Correction and Health Benefit Services Division ACES staff will deny it due to the plan's "frozen" status.

If the "Unavailable" plan is selected with a future effective date of 01-01-2002 or beyond, the ACES system will allow you to submit the transaction. However, it will fall to an Agency error with a "Plan Invalid" error message, as these plans are set with a termination date of 01-01-2002.

Plan Change

Should you select an "Unavailable" plan for a plan change, the ACES system will identify an error upon saving the transaction. The error will state "This plan is not available for change health plan. Transaction cannot be saved". A valid health plan will then have to be chosen in order for the transaction to be saved.

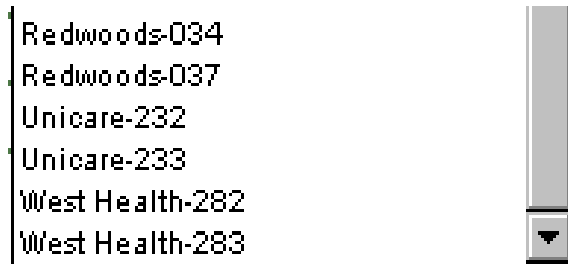
Plan Termination

On the plan termination effective date (Aetna, Cigna, Lifeguard and Maxicare 01-01-2002) the plan selection will disappear entirely from the drop down list and will no longer be an available selection.

If a retroactive transaction is required after the plan termination date, please call the ACES Support line for Health and an ACES Health Representative will process the retroactive transaction for you.

New Health Plan

Western Health Advantage will be a new health plan joining CalPERS effective 01-01-2002. This health plan has been included in the ACES health plan drop-down listing as West Health.



New Enrollment, New Health Enrollment and Change Health Plan transactions will process with an effective date of 01-01-2002 based on the usual business rules.

If this health plan is selected for transactions prior to 01-01-2002 the ACES system will allow you to save and submit the transaction. However, it will fall to an Agency error with a "Plan Invalid" error message as this plan's contract date is not effective until 01-01-2002.

In order to avoid confusion, if you have any questions please contact the ACES Support line for Health and an ACES Health Representative will clarify this new process for you.